



Transitional Living Client Handbook

2020 Revised

NORTH
Dakota
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| State Hospital
HUMAN SERVICES



North Dakota State Hospital
2605 Circle Drive
Jamestown, ND 58401
701.253.3650

Welcome to the Transitional Living Program

We are proud to serve you.

We are committed to your mental health and wellness, and we want your stay to be as safe, helpful, and comfortable as possible.

While each person comes to our program with unique problems and circumstances, our goal is always the same – to help you achieve your highest level of health, safety, and independence.



We seek to empower holistic wellness and hope to persons with mental illness through transitional housing, supportive care, advocacy, and recovery-focused skill development in the areas:

- Daily Living and Self-Care
 - Vocational
 - Socialization
 - Recreation
- Community Living
- Living Independently
 - Wellness

Our Transitional Living Program functions as a place to provide you the skills necessary to transition back into the community. The program is a program of personal responsibility – meaning you will get out of the program what you put into it. Our rules, policies, and procedures are in place to ensure each person's safety, health and over well-being on the path of recovery.

This handbook and the Department of Human Services Client Handbook will help you learn more about your recovery program and answer some commonly asked questions. If you have more questions after reading both handbooks, feel free to ask any of your recovery team members for assistance.

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ROAD TO RECOVERY

Our mission is dedicated to the care, treatment, and support of each individual's journey toward wellness and recovery within a safe environment that promotes reintegration in the community.

TL 1 – 2208 Cottage Lane

The Transitional Living program is designed for residents anticipating return to an independent living environment. The program strives to provide an opportunity for residents to gain skills to enhance their wellness and recovery. Residents referred by NDSH demonstrate a level of motivation and personal responsibility for program participation. A recovery plan is developed by the individual and the multidisciplinary treatment team.



TL2 - 2211 Cottage Lane

The Basic Living program is designed for residents requiring staff support but no longer needing inpatient services. The program strives to provide an opportunity for residents to gain skills to enhance their wellness and recovery. Residents referred by NDSH demonstrate a level of motivation and personal responsibility for program participation. A recovery plan is developed by the individual and the multidisciplinary treatment team.

WORKING WITH YOUR TL TEAM

Your first recovery team meeting will be within seven days of your arrival and ongoing throughout your treatment. You can request additional meetings to discuss treatment options, discharge and aftercare plans, and other specific concerns you may have. Your recovery team includes:

- Nurse Practitioner
- Registered Nurse
- Direct Care Associates
- Social Worker
- Vocational Services
- Occupational Therapy Services
- Activity Specialists

Team members meet each Wednesday at 1:00 p.m. at TL1.

You may request to meet with your treatment team or team member individually when you have questions and/or needs about your treatment, discharge, and care services. Team members' contact information is posted in each house. Requests, communications, and grievances can be submitted in writing to team to be reviewed each Wednesday at 1:00 p.m. An example of the Team Communication Form is included at the end of this packet and additional copies are available from the house staff.

Team members may ask to speak with you individually prior to team to review your recovery plan. These meetings provide you an opportunity to identify specific areas of your treatment that you would like to focus on. Please use space provided below to identify recovery goals.

WHAT TO DO IF YOU HAVE A PROBLEM OR GREIVANCE?

If you believe your needs are not being met or you feel you are being treated unfairly, talk to a staff and your recovery team about it. You can write down your concern on a team request form, a piece of paper, or simply ask to speak with someone. Your recovery team will discuss your concern and work with you to try to resolve it.

If that does not help, you can file a grievance. Ask a staff member for a Grievance Form. Staff know how to help you file a grievance. Your treatment team will again try to work with you to resolve your grievance. You may choose to have your concern reviewed by the Program Director.

If your grievance is not resolved, the hospital Human Rights Committee may hold a meeting about it and continue to work with you to resolve your concern. The written Grievance Policy will be given to you upon your request.

At any time, you may contact **Protection and Advocacy at 1-800-472-2670**, the North Dakota Department of Health or The Joint Commission to express your concerns or grievances.

ND Department of Health
600 East Boulevard Avenue
Bismarck, ND 58505-0202
701-328-2352

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-638-792-5000

RECOVERY GOALS:

Use the following space to track your recovery goals and other important information:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

WHAT ARE MY RESPONSIBILITIES WHILE I AM HERE?

- **Be safe.** Many of the rules we have are to keep everyone safe. If you do not feel safe, please let staff know. They can help. Follow staff directions quickly during an emergency, such as fire or when someone is hurt.
- **Take part in your treatment.** Our goal is to help you to recover and return to the community. Your task is to work with your recovery team to manage your psychiatric symptoms and overall wellness, so you can effectively participate in work, community integration, activity therapy and skill building.
- **Maintain the confidentiality of your peers.** Respect other's privacy. Do not enter other's rooms or intrude on their personal space. Knock before entering a closed door. Share only your own personal information. Be respectful of the treatment and programming needs of other.
- **Keep yourself, your room, and the TL home clean.** Shower regularly and wash your clothes and bedding. Complete assigned house duties as assigned. Due to the limited space, you may be asked to limit the number of personal items stored in the home.
- **Keep noise down.** Use a considerate tone of voice and keep a moderate television/radio volume so it does not bother others. Use of headphones is for personal devices is preferred when in common spaces. Running and horseplay are not permitted within the home.
- **Respect personal property.** Do not buy or sell anything from peers. Sharing or exchanging of money is highly discouraged.
- **Respect TL property.** Be careful not to damage hospital property and not stockpile supplies. You may have to pay if you damage anything that belongs to the TL home or to other people.
- **Follow electronics contract.**
- **Aluminum Cans.** May only be used in the home or outdoor area surrounding the home. For safety reasons, they cannot be brought to other areas of NDSH campus.

PLANNING FOLLOW UP CARE

Skills Building

The NDSH TL assists you in developing and maintaining required living skills needed to be successful in the transition to your home community. Your input in planning your transition and follow up plans is vital. TL staff will help you to identify what supports you may need and will assist you to access/contact supports in your home community to assist the transition.

Transition to Community

The goal of the NDSH TL is to successfully transition residents into the community of his or her choice. Upon discharge, residents transition to various community environments, including their home, a community transitional living home, basic care/nursing home or a supported apartment. You are expected to take an active role in the planning and transition process. The NDSH TL Social Worker will work closely with you, your family and/or guardian or other involved persons to identify a desired discharge plan, goals, and the steps necessary to accomplish the goal.

MEDICAL CARE

Your recovery is more likely if you work closely with your doctor to make decisions about your psychiatric treatment and work together toward a common goal. Collaborative treatment with your psychiatric provider at NDSH and your community medical provider will enhance your care services. Please work with staff to sign a release of information.

Medication

You cannot be forced to take drugs or other medical treatment, except:

- In an emergency.
- When a judge has decided that you are not able to give your consent;
- If you have a guardian who decides that you need medication; or
- If a court orders it.

Usual medication times are 7:30 a.m., 12 noon, 4 p.m. and 8:30 p.m. Staff will provide you with reminders about your medication times until you develop your routine.

Pain Management

You have a right to pain management. Please let staff know about your pain management needs. You can expect:

- Information about pain and pain relief measures

-
- Commitment to pain prevention and management
 - Health professionals who respond timely to reports of pain

RESIDENTIAL SAFETY

Safety Procedures

Safety Procedures are posted in the house and explained to all residents. Residents acknowledge the requirement to follow weather related policies as well as participate in drills. Residents are to dress appropriately in relation to the weather. If residents refuse, for their safety, free time could be restricted.

Emergency Treatment

If you or others are at immediate risk of injury because of your illness, and if there is not time to get your permission, the TL staff may treat you right away without your permission. Staff will do their best to make sure that your treatment is safe. Written records will be kept of the incident and your treatment.

Room/House Searches & Checks

Searches for contraband are implemented upon TL staff discretion.

Staff conduct random visual checks throughout the TL homes. There is potential for a staff member of the opposite sex to conduct these checks.

Safety Checks

Staff complete rounds to ensure everyone is safe at various intervals throughout the day and night. Sometimes staff will check on someone more often as part of the person's treatment.

Sexual Contact

- Only one sex will reside in the basement of the home at a time.
- Residents are not to be in other residents' rooms.
- There will be no co-mingling in the basement commons area.
- Opposite sex residents will be allowed to do laundry only:
 - With a staff escort
 - When there are no opposite sex residents in the basement, as ensured by staff. This is the only time the opposite sex will be in the basement.

Individual Dismissal from Program

Termination from the TL program maybe be considered for the following reasons which have not responded to other rehabilitative plans and support:

- Tobacco use
- Physical violence or threats of violence
- Failure to pay rent or bills
- Repeated failure to meet TL expectations
- Inability to demonstrate personal responsibility and safety
- Alcohol/drug use
- Sexual Contact with other residents
- Continuously not attending work or other scheduled activities

DAY TO DAY PROGRAMMING

Meals and Personal Snacks

Personal snacks are purchased by residents during Friday evening outings and are eaten during snack times. Meals are served within the following hours:

- Breakfast 7-9am
- Lunch 11:00-12:30pm
- Dinner 5-6pm
- Snacks 2pm and 8pm

TL 1 residents are asked to assist in planning and preparing the meals for the house. Residents will coordinate with Occupational Therapy staff to plan meals, buy groceries, and create a weekly schedule for who cooks.

Privileges

- Residents can utilize free time on campus.
- Individual privileges are granted by the team based on the initiative and motivation by each individual to actively engage in the TL program expectations.
- Off campus privileges are approved on an individualized basis for TL 1 residents.
- Privileges may be placed on hold or limited if not following programming expectations.
- Please see form at the end of handout to apply for independent community-based outings.

Signing Out

Singing out in and out when utilizing free-time or leaving the house is an expectation to ensure client safety.

Wellness/Physical Activity

A variety of wellness activities will be offered during community outings. You are encouraged to use on-campus walking paths. Bikes are also available for use once safety orientation is completed.

Supporting our dedication to the wellness and well-being of our residents, families, and employees, the NDSH and TL programs are drug, alcohol, and tobacco free.

The TL program provides education and support to assist residents in maintaining a chemical free lifestyle which they initiated at NDSH. Residents that are unable to do so, will have the following consequences:

- Found tobacco products are given to security for disposal
- Residents using tobacco on campus will lose privileges for 72 hours.
- Recurrent violations result in the loss of privileges for longer periods to be determined by the clinical team.
- The consumption of alcohol or illegal non-prescriptive chemical substances, as well as abuse of over-the-counter medications and energy drinks, is not tolerated.
- Random drug/alcohol testing may be requested by staff.

Daily Routine

Having structure and purpose in your day is a necessary for successful recovery and integration into community living. Your recovery team will assist you in creating a daily schedule that meets your recovery needs

Residents will be out of bed by 8:30 a.m. during the week and 11:00 a.m. on weekends. Residents are expected to exhibit independence by using alarm clocks to awaken for daily programming.

Please discuss with team to identify curfew times. Curfew times are approved based off individual basis.

Work/Volunteer: Residents are expected to structure their day by attending work as they are able. Clients typically work part time at Progress Enterprises Monday-Friday; however, you may obtain other community employment and/or volunteer opportunities as approved by your treatment team.

Chores: Residents complete chores at least two times per week, once on the weekend and again at the middle of the week prior to chores changing. Residents are required to contribute to cooking duties and follow through as assigned.

Room Cleaning: Residents maintain a healthy bedroom living space. Residents are assigned a storage area for personal food in the kitchen. Food and drink are not to be kept in your room. Unclean clothes are washed a minimum of twice a week (except with special assigned program). Bedding is washed weekly.

Community Outings

Schedule community outings as a house are offered on:

- Monday/Wednesday/Thursday/Friday evenings
- Tuesday and Friday mornings.
- Friday evening - Shopping for personal care items, snacks and

These are subject to change depending on weather, available community opportunities and approved on an individual client basis.

TL 1 residents approved for independent community passes will arrange their own transportation. Transit tickets may be purchased at the business office. Orientation to the transit system will be provided prior to first pass.

Appointments

Residents will use community-based providers for services such as medical, dental, eye, and hair appointments. Residents are encouraged to initiate making appointments as needed. Staff are available to guide you in this process as needed.

TL 1 residents may be encouraged to use transit for medical and other community-based appointments.

Personal Care

Personal hygiene – washing hands, brushing teeth, and keeping your hair and body clean and neat – helps everyone stay healthy. Hand washing is the best way to stop the spread of illness like colds and flu, so wash your hands often. You are expected to purchase personal care supplies. Daily you should:

- Shower
- Wear clean clothes
- Complete oral care (brush teeth)

Laundry

You are responsible for washing your own clothes. Dirty clothes should be kept in a hamper. The laundry area has washers, dryers, and detergent for your use. You can ask staff to help you learn how to use the machines and for additional assistance.

Sleep

Regular sleep is important for recovery and is a part of a balanced lifestyle. We encourage everyone to remain in their rooms to rest and sleep, if possible, between **11p.m. and 6a.m.** You may rest in your room during the noon hour, after programming hours, and during extended rest hours on Saturday and Sunday. If you are not getting a good night's rest, please let the staff know.

Television & Radio

Please be considerate of your peers when selecting your TV program. The TV may be turned off during programming hours to encourage your participation. Staff may turn off the TV or change the channel at any time to prevent disruption. You may keep your radio on during rest hours, at a low volume, as long as it does not interfere with your or your roommate's sleep.

Television times:

Monday through Thursday:
6a.m. to 11.p.m

Friday, Saturday, Sundays, Holidays
6a.m. to 12 midnight

Telephones & Cellphones

- You may make and receive private phone calls from the house phone during non-programming hours or with the assistance of a staff member.
- Use of personal cell phone is allowed. Please review and follow electronics contract at the end of the packet.
- Please work with staff in purchasing a phone card as needed
- Please be courteous when answering the house phone.

TL 1 House #: (701) 253-3998

TL 2 House #: (701) 253-3991

Money

- Residents may have an account at NDSH business office to deposit monies. Money slips are utilized by all clients to make withdrawals.
 - Business office account can be used to pay rent, buy transit tickets, have checks written for other bills, purchase stamps, etc.
- Staff may assist you with setting up a checking account at a local bank.
- You are responsible for money kept in your room.
- If you choose, staff may keep your money locked in a secured area.
- If you require assistance with money management or your funds are limited, you may be assisted with a budget plan.
- Based upon your individualized treatment needs, approval may be required to withdrawal funds from the business office.

Paying For Your Care

Residents will be asked to pay a monthly rent that will be decided on based off of assistance, income, and assets. You will work with the TL social work to identify monthly rent. Please see form at the end of handout that residents are asked to sign, agreeing to pay decided on monthly rate.



ROOMS

Most often, you will live in a double room with a roommate. It may be helpful to have pictures of familiar people and things in your room. Your room is your own personal space, but there are some rules about what you can have to keep you and others safe.

- You may hang your pictures on the space with provided tape.
- You are responsible for keeping your belongings neat and tidy.
- You may not have pictures or items related to sex, drugs, alcohol, gangs, violence or crime.
- Please do not go into the personal room of another peer.

Personal Items & Clothing

Purchasing or having on hand the items below will help you get started on the right foot. You are responsible for lost or stolen items. If your personal items become a distraction to your treatment, items may be temporarily restricted.

- Alarm clock
- Hangers
- Laundry basket
- Body soap/soap dish or liquid body wash
- Shaving items
- Shampoo and Conditioner
- Toothbrush and toothpaste; floss
- Deodorant
- Comb/brush
- Feminine products, as needed
- Basket for personal care items
- Towels and washcloths
- Pillows and bedding for twin size bed
- Clothing appropriate for the weather
- Winter weather attire (for season)
- Items of leisure interest (hobbies, crafts, etc.)



Examples of TL 1 and TL2 bedroom spaces for you to give your own personal touch.

Visits

Visitors are encouraged to arrive outside of treatment and programing hours

Monday through Friday between 4p.m. and 9p.m. and 9a.m. to 9p.m.

Saturdays, Sundays.

Additional visiting hours can be arranged with your recovery team. To go off campus with visitors, you will need to submit a pass form to team prior to scheduled visit. Please see form at the end of packet.

1. Visitors should call in advance
2. You may refuse a visit at any time.
3. Visitors may bring additional clothing or personal items for your use.
4. Staff will work with you to ensure all items meet house guidelines.
5. Visitors may bring food and non-alcoholic drinks to your visit.



Mail and Packages

Everyone has the right to send and receive sealed mail. Mail is received daily except Sunday and holidays. You may buy stamps at the business office. You must open all mail and packages in front of a staff member to be sure the contents are safe.

CLIENT CARE SERVICES

Library

The library has a variety of resources to enhance your recovery experience. The internet, local newspaper, self-help books, and DVD's are available for your use. You are encouraged to visit the library during your independent leisure time.

Gobbler

The Gobbler is a place to purchase snacks, beverages, a meal or to socialize with peers and staff. Items purchased at the Gobbler must fit into your snack container. Upon returning to the TL home, you may be asked to finish eating your purchased item or place it in your assigned snack container.

Chaplaincy

Spiritual care can be an important part of your recovery. Chaplains are available for pastoral care, counseling, assisting with locating spiritual literature and other resources.

- All individuals and staff are welcome to attend religious services.
- Individuals and staff can arrange for other observances through the Chaplaincy Department.
- Your recovery team can assist you in contacting your local spiritual leader to assist in your recovery.
- You may contact the Chaplaincy Department at 253-3746.

FREQUENTLY USED PHONE NUMBERS

Thrifty White Pharmacy: (701) 251- 1432

Transportation

- James River Valley Transit: (701) 252- 7888
- Jamestown Taxi Services: (701) 252- 4200
- XLT Taxi: (701) 269- 7145

Important Numbers You Want to Remember

| Name: | Number: |
|-------|---------|
| | |
| | |
| | |
| | |
| | |
| | |

RESOURCES

Suicide Crisis Prevention

- National Suicide Prevention Lifeline: 1-800- 273-8255 or Crisis Text Line by texting TALK to 741741
- American Foundation for Suicide Prevention: <https://www.afsp.org/>
- First Link: <https://myfirstlink.org/> or Dial 2-1-1 or 701-235-7335(SEEK)

Physical Health

- American Diabetes Association: <http://www.diabetes.org/>
- Academy of Nutrition and Dietetics: <http://eatright.org>
- Choose my Plate: <https://www.choosemyplate.gov/>
- American Heart Association: <https://www.heart.org/>

Mental Health

- American Psychological Association: <https://www.apa.org>
- National Alliance on Mental Illness: <https://www.nami.org/>
- Depression and Bipolar Support Alliance: <http://dbsalliance.org>
- Anxiety and Depression Association of America: <https://adaa.org/>
- Alcoholic Anonymous: <https://www.aa.org/> or dial
- Narcotics Anonymous: <https://www.addictioncenter.com/treatment/12-step-programs/narcotics-anonymous/> or dial (855) 548- 7139
- Substance Abuse and Mental Health Services Administration (SAMHSA): <https://www.samhsa.gov>

Safety

- Immediate Emergency Dial 9-1-1
- National Domestic Violence Hotline: <https://www.thehotline.org/> or dial 1-800-799-7233
- Poison Control: <https://www.poison.org/18002221222> or dial 1-800-222-1222

Other

- Disability Services: <https://www.usa.gov/disability-services> or dial 1-844-USA-GOV1 (1-844-872-4681)

COPING AHEAD

Coping ahead in emotionally intense situation is an important skill to have. When we handle situations poorly, or without thinking, we are likely to feel regret, defeated, and a lack of self-control. The staff want to help you effectively problem solve challenging situations with the skills and resources you learn here at the hospital. We want you to feel confident and successful in the choices you make.

What I am like when I am feeling alright:

What I need to do each day to keep myself feeling alright:

Early warning signs/triggers I am not alright:

When the above warning signs or triggers occur, I can do these things to help regain clear thinking and keep myself safe and healthy:

Time Management: An effective tool used in recovery is the ability to effectively manage your time by adding routine and structure into your day. You might consider using this form to record times for medication, appointments, transit appointments, work schedule, community support groups etc.

| | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|------|--------|--------|---------|-----------|----------|--------|----------|
| 7am | | | | | | | |
| 8am | | | | | | | |
| 9am | | | | | | | |
| 10am | | | | | | | |
| 11am | | | | | | | |
| Noon | | | | | | | |
| 1pm | | | | | | | |
| 2pm | | | | | | | |
| 3pm | | | | | | | |
| 4pm | | | | | | | |
| 5pm | | | | | | | |
| 6pm | | | | | | | |
| 7pm | | | | | | | |
| 8pm | | | | | | | |
| 9pm | | | | | | | |
| 10pm | | | | | | | |
| 11pm | | | | | | | |

NOTES

[illegible]



Transitional Living Home Administrators
North Dakota State Hospital,
2605 Circle Dr
Jamestown, ND 58401

**Transitional Living/Basic Living
Rental Agreement**

Name: _____ **Admission Date:** _____

____ Social Security Disability Income Recipients (SSDI):

While living at the Transitional Living Home/Basic Living Home, I agree to pay the North Dakota State Hospital the current daily rent rate of \$_____ multiplied by the number of monthly days. Residents with regular Social Security benefits are required to pay the amount owed monthly.

In addition to rent, for therapeutic TL home services received, residents may incur Medicaid-determined recipient liability bills.

____ Supplemental Security Income Eligible Recipients (SSI):

While living at the Transitional Living Home/Basic Living Home, I agree to pay the North Dakota State Hospital approximately \$_____ from my work checks to be applied to rent charges starting with my admission date (mm/dd/yy) _____ (\$_____ twice a month).

Signed: _____

Dated: _____

Witnessed: _____

Dated: _____

1. Monthly statements are sent to the signer or the signer's guardian and are payable at the North Dakota State Hospital Business Office by the end of the month.
2. If payment is not made by month's end, the Accounts Receivable Department notifies the TL Team Leader.
3. The TL Team Leader and/or Clinical Team and resident action are reflective of the TL.BL Rental Policy.
4. If continued non-payment occurs, the Hospital may seek payment via a collection agency.

Related Policies: TL.BL Rental Policy, TL Residential Agreement, TL.BL Residential Agreement
Revised 1.05, 12.09

North Dakota State Hospital TL Program Cell Phone, Tablet, iPod, Laptop, etc. Guidelines

NDSH TL knows the importance of having a cell phone, tablet, iPod, laptop, etc. to help with your recovery, stay in contact with friends and family, and to practice life skills. These guidelines are needed to maintain the safety and the privacy of yourself, your peers, and the staff of NDSH.

Using your cell phone, tablet, iPod, laptop, etc. at the NDSH TL is not a right. It is a privilege that can be taken away if they become a distraction to your recovery or becomes a safety risk to yourself or others. They will be kept in a safe place until you are able to complete education on safe and smart use of a cell phone, tablet, iPod, laptop, etc.

Guidelines:

1. Only share your information. Do not record or take pictures of other clients or staff.
2. You are the only person allowed to use your cell phone, tablet, iPod, laptop, etc.
3. The camera or recording features may only be used to take pictures/recordings of yourself in your bedroom or activities off campus.
4. They are not to be used in the bathrooms.
5. They are to be used outside of group activities and meals.
6. When at work, they may only be used during break times.
7. On group outings they may be used to talk with staff, to take pictures of the activity, to listen to music when walking or when riding in the van.

I agree to follow the guidelines or my cell phone, tablet, iPod, laptop, etc. may be taken away until I complete education on safe and smart use of my cell phone, tablet, iPod, laptop, etc.

| | | |
|-------------------------|-------------|-------------|
| Client Signature | Date | Time |
|-------------------------|-------------|-------------|

| | | |
|------------------------|-------------|-------------|
| Staff Signature | Date | Time |
|------------------------|-------------|-------------|



Team Communication Form

Date:

Name:

Team Communication Form Regarding (Circle that apply):

Concerns

Questions

Pass with Family

Independent Pass

Shopping Request

Other _____

Explanation:

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